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IDENTIFIERS *Workplace Literacy

ABSTRACT

This assessment instrument is designed for use in evaluating the workplace literacy skills of individuals applying for employment in various hospital departments, including food service, housekeeping, environmental services, occupations, including food service occupations. The instrument is divided into two parts. Part 1 is designed to be administered verbally on a one-on-one basis and to be scored immediately. Part 2 is designed as a paper-and-pencil assessment that applications may complete individually. The instrument, which is designed to be administered without time limitations, tests applicants' ability to understand a variety of written materials encountered by hospital personnel, including hospital menus, excerpts from an environmental services handbook, sample procedures for cleaning rooms, and a flowchart of housekeeping procedures. (MN)

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Multi-Skilled Healthcare Worker Assessment

Cindy Graham

Colorado Community College and Occupational Education System

U.S. DEPARTMENT OF EDUCATION
Office of Educational Research and Improvement
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DIRECTIONS FOR ADMINISTERING THE MULTI-SKILLED WORKER ASSESSMENT:

The assessment has been developed in two parts. Part 1 is designed to be administered verbally, one-on-one to the applicant. Using the provided guidelines, there are criteria for immediate scoring. Part 2 is designed to be a paper-and-pencil assessment, and may be completed individually by the applicant. Scoring for Part 2 may be done at any time after completion.

This instrument is designed to be used without time limitations. Criteria for evaluating or ranking final scores may be done at the discretion of the administrator.

Part I

1. **Parkview Episcopal Medical Center has identified the following core values:**

   Continuous Improvement
   Teamwork
   Knowledge
   Respect for Individuals
   Leadership at all Levels
   Customer Focus
   Integrity and Honesty

   Choose one of these core values and comment on how you apply it to your work life.

2. **Think of a situation where you had to use your judgment or make a decision. Describe what happened, what you thought about, and what action you took.**

3. **A patient needs help making her menu selections. Here is a copy of the menu. Please demonstrate how you will help this patient make her selections.**

   [Give a copy of an actual menu to the applicant.]

Example of Actual Hospital Menu:

General Menu - Day 3

Name_____

Room_____ Date_____

Breakfast

Please circle each selection

Juices and Fruit

*Orange Juice | Apple Juice

Grapefruit Juice | Prune Juice

Chilled Fresh Fruit

Breakfast Favorites

*Belgium Waffles

Golden waffles served with fresh fruit sauce or maple syrup.

Vegetable Omelette

Fluffy egg beaters are filled with fresh vegetables, low fat mozzarella cheese and a touch of fresh basil. Accompanied by fresh fruit.

Fresh Pastry

Daily selection from our in-house bakery.

Scrambled Egg Beaters

Cereals

Rice Krispies | Cheerios | *Crm. of Wheat

Shredded Wheat | Cornflakes | Oatmeal

Beverages	Bread	"Extras"
Coffee	White Toast	Extra Sugar
Decaf. Coffee	Wheat Toast	Salsa
Hot Tea	Bagel	Margarine
Herb Tea	Flour Tortilla	Jelly
Hot Chocolate		Honey
2% Milk		Peanut Butter
Skim Milk		Lt. Cream Cheese
Chocolate Milk		Sugar Sub.
Creamer		Lemon Packets

General Menu - Day 3

Name_____

Room_____ Date_____

Lunch

Please circle each selection

Appetizers

*Mixed Green Salad with Blue Cheese Dressing

Chicken Broth, Crackers

Broccoli Soup, Crackers

Main Dishes

*Pork Chops with Mushroom Sauce

Flame broiled loin cut pork chops covered with a fresh mushroom sauce. Served with new potatoes, selected vegetable and homemade roll.

Tuna Plate with Vegetables

Tomato crown stuffed with tuna salad and surrounded by fresh vegetables. Served with homemade roll.

Finishing Touches

*Coconut Custard

Jello Cake

Beverages	"Extras"
Coffee	Extra Bread
Decaf. Coffee	Tortilla
Hot Tea	Extra Sugar
Iced Tea	Creamer
Herb Tea	Salsa
Chocolate Milk	Margarine
2% Milk	Honey
Skim Milk	Jelly
Buttermilk	Lemon Packets
Orange Juice	Sugar Sub.

General Menu - Day 3

Name_____

Room_____ Date_____

Dinner

Please circle each selection

Appetizers

*Corn Chowder, Crackers

Beef Broth, Crackers

Mixed Green Salad with Italian Dressing

Main Dishes

*Chicken Italiano

Boneless breast of chicken with tomatoes, red and green bell peppers, onions and garlic. Served with rice, selected vegetables and homemade roll.

Ribeye Steak

U.S.D.A. Choice dry-aged steak char-broiled and served with baked potato, fresh vegetable and homemade roll.

Finishing Touches

*Cherry Pie

Homemade Chocolate Chip Cookies

Beverages	"Extras"
Coffee	Extra Bread
Decaf. Coffee	Tortilla
Hot Tea	Extra Sugar
Iced Tea	Creamer
Herb Tea	Salsa
Chocolate Milk	Margarine
2% Milk	Honey
Skim Milk	Jelly
Buttermilk	Lemon Packets
Apple Juice	Sugar Sub.

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4. **This is a page from the handbook for Environmental Services. Use the information from this page to answer some oral questions.**

[Give a copy of the page to applicant.]

Questions:

A. **Which chemical used for general cleaning must be diluted before use?**

B. **What would you use to clean the mirror and metal shelf below it?**

C. **What would you use to damp wipe patient tables, bedrails, and visitors' chairs?**

D. **Which of the chemicals is not actually a cleaner or disinfectant?**

E. **Which chemical would you use to clean the toilet?**

	Number A-107 Effective Date January 93 Page 1 of 3
Department: Environmental Services Subject: Chemicals and Chemical Dilutions	Applies to: Environmental Services

POLICY:

It is Parkview Episcopal Medical Center's policy to document, update, and receive approval from the Infection Control Committee yearly as to chemicals used, chemical compounds, and dilution ratio's for all Environmental Service's chemicals. Environmental Service's personnel are responsible for the accurate dilution of all chemicals used in their area.

PROCEDURE:

ONE-STROKE VESPHENE - Germicidal Detergent (Phenolic)
Used in the cleaning, disinfecting of all surfaces.

Use Dilution - 1/2 ounce per gallon of water (One Pump)

GOOD SENSE - Odor Counteractant
Used to eliminate odors

Use Dilution - Ready To Use

GO GETTER - Cleaner/Degreaser
Used in the cleaning of all areas

Use Dilution - Ready To Use

GP FORWARD - General Purpose Cleaner
Used in all purpose cleaning; showerscrubbing floors

Use Dilution - Ready To Use

GLANCE - Glass Cleaner
Used in the cleaning of glass, stainless steel

Use Dilution - Ready To Use

ACTION PLUS - Bowl Cleaner
Used to clean porcelain

Reviewed	Revised	Approval: Vice President Patient Services Director of Environmental Services

5. **The procedure for cleaning rooms has been defined as a seven step process. If the patient is in the room and has visitors, the person assigned to clean the room is responsible for politely asking them to leave. All cleaning steps begin at the wall opposite the patient beds, proceeds to the back of the room (opposite the door), then the area around patient beds, and finally the sink and bathroom areas. Use the information from the 7-step flow chart to answer some questions orally.**

[Give applicant a copy of the page.]

Questions:

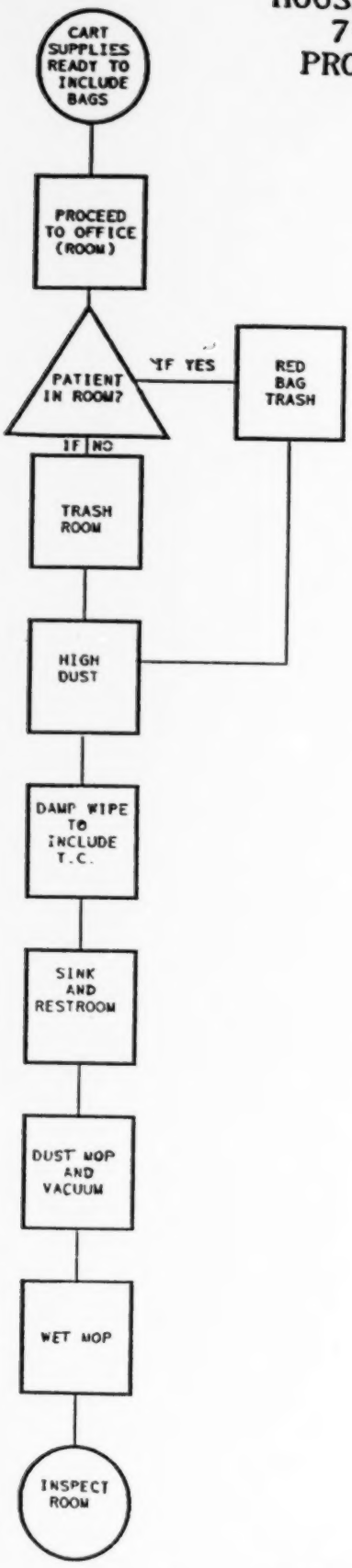
A. **Why do you think a consistent, 7-step, in-and-out procedure is important in the cleaning patient rooms?**

B. **A patient room can be cleaned faster and better if visitors leave during the process. Demonstrate what you would say to visitors in a room you are ready to clean.**

C. **When dust mopping, it is best not to lift the mop from the surface of the floor. Why do you think this would be?**

D. **What is the reason for the final step?**

HOUSEKEEPING 7-STEP PROCEDURES



NOTE:
RED BAGS IN
RED BAGS,
BROWN BAGS
IN BROWN BAGS!

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Part II

1.

The MAXI-lift is a transport device powered by a rechargeable battery. It can be used to raise, move, and/or weigh patients who are bedridden or unconscious if they have no back or neck injuries. A sling is positioned under the patient. It is used to raise the patient above the bed. The patient may then be moved or weighed as needed. Two sling sizes are available, medium and large. Care must be taken to select the appropriate size so that the patient is adequately supported, particularly in the head and neck area.

Based on the information you read in the paragraph, identify whether the following statements are TRUE or FALSE.

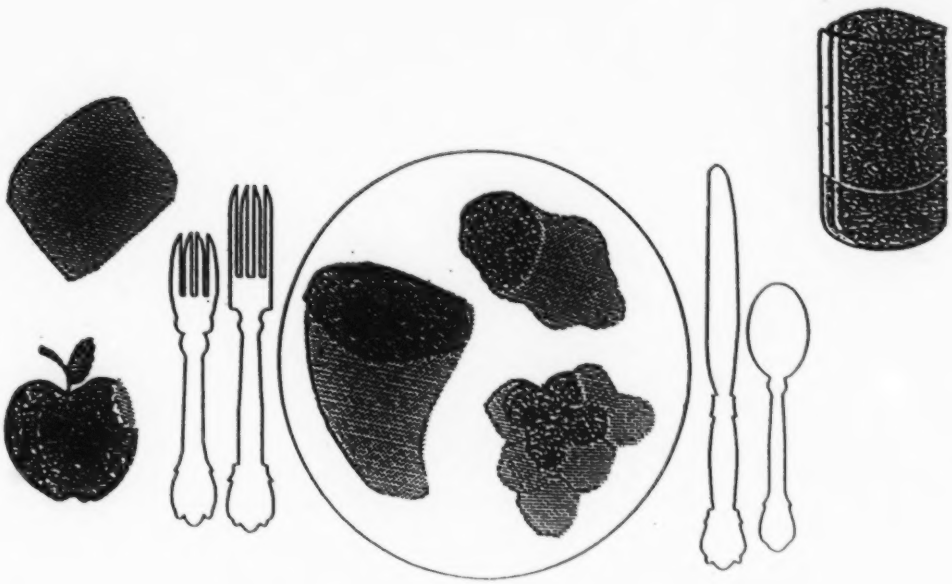
A._____ **The MAXI-lift should not be used with a patient who is unconscious.**

B._____ **The large sized sling is used for men and the medium sized sling is used for women.**

C._____ **The correct sized sling must be used so that the head and neck are properly supported.**

D._____ **A patient who has had back or neck surgery can be moved by using the MAXI-lift.**

2. **This patient's calorie count is being closely monitored. Calorie count includes all food and drink taken in by a patient. To help determine calorie count, an estimate of the amount a patient eats and drinks is recorded in percentages. On the diagram below is a representation of a patient food tray. The lightly shaded areas indicate the original size of the portion. The darker shaded part indicates what is left after the patient has finished. What is your estimate of the amount this patient ate and drank?**



Food:_____ Drink:_____

3. **Below is the Intake/Output portion of a patient's chart. Study it and then complete the exercises at the bottom of the page.**

Adm. WT.	WT.	Day 1			WT.	Day 2		WT.
Intake/Output	7-3	3-11	11-7		7-3	3-11	11-7	
INTAKE Oral	1000	850	100		1025	950	75	
NG								
IV	220				150			
Other								
8 Hr. Total	1220	850	100					
24 Hr. Total			2170					
OUTPUT Urine	1040	900	225		900	1050	200	
Emesis								
Suction								
Stools								
Other								
8 Hr. Total	1040	900	225					
24 Hr. Total			2165					

(A). What was this patient's total output for Day 1?

_____

(B). Total this patient's input and output for all of Day 2 and write it on the chart.

Administrator's copy, p 40

4. **Taking a patient's pulse provides a record of heartbeats per minute. If you counted 17 beats in a fifteen second period, what number would you record as this patient's pulse?**

Pulse _____

5. **The floor has been very busy today. Mr. Martinez was admitted about an hour ago. He and his wife are depressed about his being admitted to the hospital. You have shown them to the assigned room, provided them with his hospital gown, and instructed them to complete the admitting form, but so far neither of them have moved from their chairs. What do you do?**

A. _____ **leave them alone**

B. _____ **insist that they complete the admitting form**

C. _____ **reassure them; then ask questions so that you can complete the admitting form**

D. _____ **do what you can to make them comfortable; inform the RN on duty of the situation**

E. _____ **leave the admitting form for the person on the next shift to complete.**

Multi-Skilled Worker Assessment: Scoring Guidelines

Part I: **VERBAL ASSESSMENT**

Core Values:

1.____ (3) Ability to articulate words and their concepts; gives specific examples or verbalizes personal values; provides eye contact; maintains composure; uses correct spoken grammar.

____ (2) Ability to articulate words and their concepts; gives specific or general examples; provides eye contact; little evidence of nervousness.

____ (1) Appears to not understand concepts and/or gives vague examples; uses frequent expressions such as "you know" as conversation filler; eye contact inconsistent; overt nervousness.

____ (0) Appears to not understand or be able to verbalize concepts; gives no examples; provides little or no eye contact; overt nervousness.

Comment:_____

Judgment/Decision-Making:

2.____ (3) Ability to articulate words and their concepts; gives specific examples or verbalizes personal values; provides consistent eye contact; maintains composure; uses correct spoken grammar.

____ (2) Ability to articulate words and their concepts; gives specific or general examples; provides eye contact; little evidence of nervousness.

____ (1) Appears not to understand concepts and/or gives vague examples; uses frequent expressions such as "you know" for conversation filler; eye contact inconsistent; overt nervousness.

____ (0) Appears to not understand or be able to verbalize concepts; gives no examples; provides little or no eye contact; overt nervousness.

Comment:_____

Menu Selections:

3.____ (3) Pleasant demeanor; consistent eye contact; articulates item choices clearly and consistently for each meal; maintains composure; uses correct spoken grammar; words of courtesy.

____ (2) Polite demeanor; consistent eye contact; articulates item choices clearly and consistently for each meal; maintains composure.

____ (1) Inconsistent eye contact; unclear articulation of item choices and/or inconsistent approach; overt nervousness.

____ (0) Little or no eye contact; inability to articulate item choices or complete one set of meal selections before beginning another; lack of courtesy.

Comment:_____

Environmental Services Chemicals:

4.(A) ____ (3) **One-Stroke Vesphene**.
____ (0) Other chemicals listed on the page.

(B) ____ (3) **Glance**.
____ (0) Other chemicals listed on the page.

(C) ____ (3) **One-Stroke Vesphene**.
____ (2) **Go Getter** or **GP Forward**.
____ (0) Other chemicals listed on the page.

(D) ____ (3) **Good Sense**.
____ (0) Other chemicals listed on the page.

(E) ____ (3) **Action Plus**.
____ (0) Other chemicals listed on the page.

Seven-Step Procedure:

5.(A) _____ (3) Applicant articulates that a consistent approach helps an employee learn the job, leaves less chance of omitting something important, and minimizes the inconvenience of patients. (1 point for each, up to 3.)

_____ (0) Unable to articulate reasons listed above.

(B) _____ (3) Applicant speaks clearly and understandably; suggests an alternative place to go for a few minutes; uses words of courtesy.

_____ (2) Applicant speaks clearly and understandably; uses words of courtesy.

_____ (0) Applicant speaks bluntly and/or does not use words of courtesy.

(C) _____ (3) Applicant recognizes that measures should be taken to avoid stirring up dust in patient rooms.

_____ (0) Applicant does not recognize that measures should be taken to avoid stirring up dust in patient rooms.

(D) _____ (3) Applicant recognizes that final inspection insures room has been thoroughly cleaned.

_____ (0) Applicant does not or cannot articulate the value of final inspection.

Part II: **WRITTEN ASSESSMENT**

Maxi-lift:

1.(A) _____ (3) **False**

_____ (0) True

(B) _____ (3) **False**

_____ (0) True

(C) _____ (3) **True**

_____ (0) False

(D) _____ (3) **False**

_____ (0) True

Calorie Count:

2. _____ (3) **Food: 60% – 75%** **Drink: 65% – 75%**

_____ (2) Food: 50% – 59% Drink: 55% – 64% or Answers within range written in words/fractions.

_____ (1) One correct estimate of either food or drink.

_____ (0) any other answer

Intake/Output:

3.(A) _____ (3) **2165**

(0) any other answer

(B) _____ (3) **Intake**: 24 hour total is **2200**.
Output: 24 hour total is **2150**.

_____ (0) any other answer

4. _____ (3) **68**

_____ (0) any other answer

5. _____ (3) Answer **C** or **D**

_____ (0) any other answer

TOTAL VERBAL ASSESSMENT: _____ **(36 possible)**

TOTAL WRITTEN ASSESSMENT: _____ **(27 possible)**

TOTAL POINTS: _____ **(63 possible)**

DIRECTIONS FOR THE MULTI-SKILLED WORKER ASSESSMENT:

You will be given one group of questions to answer verbally and another group of questions for which you will write down the answers. Please take whatever time is needed to think about your answers before you respond.

Parkview Episcopal Medical Center has identified the following Core Values:

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Teamwork

Knowledge

Respect for Individuals

Leadership at all Levels

Customer Focus

Integrity and Honesty

	Number A-107 Effective Date January 93 Page 1 of 3
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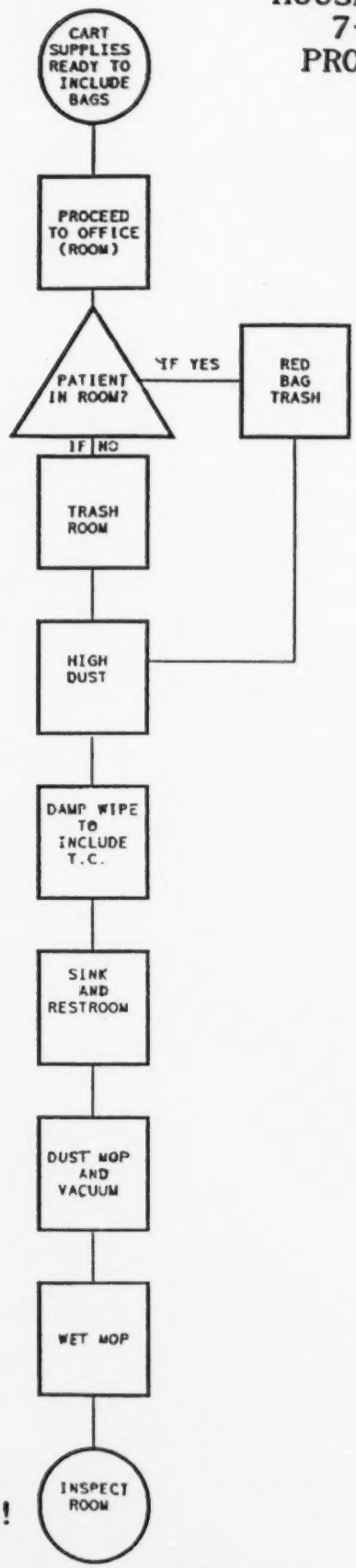
Reviewed	Revised	Approval: Vice President Ancillary Services Director of Environmental Services

HOUSEKEEPING 7-STEP PROCEDURES



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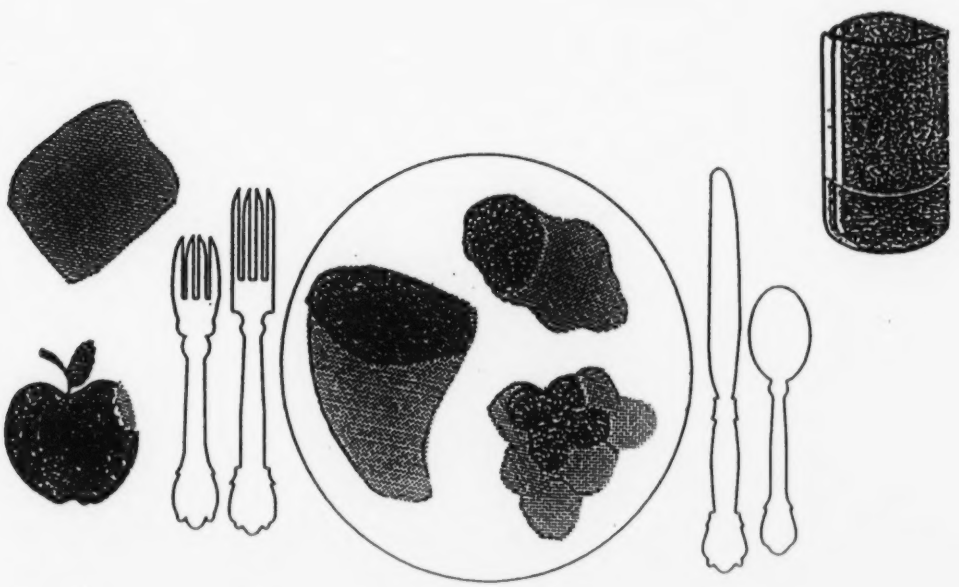

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